Create a support ticket (snippet)

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Support**.
2. Click **Tickets**.
3. Click **Create A Ticket**.
   - A new tab will appear in your web browser.

   > ⓘ In the top right corner of the **Armor Ticketing System** screen, click the **Open AMP** button to easily return to your AMP account. A new tab will appear in your web browser.

4. On the **Armor Ticketing System** screen, review the categories for ticket request types. These request types are used internally to automatically route your ticket to the appropriate department for a more efficient response.

Category	Support for Urgent Issues	Common Requests	Other Requests	Account Requests
Request Type	• **Outage** - Report an Outage • **Performance Issue** - Report device performance or degradation issue • **General Incident** - Report an Unlisted Incident • **Potential Security Incident** - Report a Potential Security Issue	• **Armor Services** - Armor Agent Services, Logging, Monitoring, etc. • **VPN** - VPN Inquiries • **Armor Portal** - AMP Inquiries and Requests • **L2L Tunnels** • **WAF** - WAF Exceptions and Requests • **Firewall** - Inquiries on Self-Service Firewall Rules • **SSL Certificate**	• **Backup Service** - Backup Services Request • **Disaster Recovery Service** • **DNS** - Add/Configure DNS Records • **Encryption Service** - Encryption Service Request • **Load Balancer** - Load Balancer Appliance Request • **OS Patching / Updates** - Request for OS Patching and Updates • **Vulnerability Scanning** - Vulnerability Scanning Services • **Recurring Issue** - Report a Recurring or Periodically Repeating Problem • **Professional Services** - Request a Statement of Work for Out of Scope Services	• **Access & Users** - Request for Access & User Management • **Billing / Invoices** - General Billing or Invoice Request • **Compliance** - Compliance or Audit Requests • **Legal / TOS / SLA** - Legal Inquiries • **Professional Services** - Request Statement of Work for Out of Scope Services • **Account Cancellation** - Cancel an Armor Account

5. In **Account**, select the AMP account that relates to the ticket.
6. Complete the missing fields.
   a. In **Summary**, enter a very brief description. You can only enter a maximum of 255 characters.
   b. In **Description**, enter useful details that can help Armor quickly troubleshoot the problem. For example, consider the following questions:
      - What is the specific issue?
      - What are the steps to reproduce the issue?
      - What is the level of business impact?
      - Are there additional contacts that should be notified?
      - Have there been any troubleshooting steps already performed?
      - Are there any error messages or screenshots to share?
   c. If applicable, in **Device**, enter the name of the affected virtual machine.
7. If applicable, add any screenshots to help explain the issue.
8. Click **Create**.
   - After you create the ticket, you will receive updates on the ticket via an email notification.

   > ⓘ You can easily review the details and status of your existing ticket by clicking the **View Request** link provided within the email notifications that are generated from the ticketing system.

9. (Optional) After you create a ticket, you can add additional users or organizations to the ticket.
   a. On the ticket detail screen, in the right-side menu, click **Share**.
   b. Type the name of the user or the user's email address. To share with a specific organization, type the account name, and then select the desired organization (**Admin**, **Billing**, **Technical**, or **Security**).

   > ⚠ The ticket can be shared with multiple users and organizations.

   c. Click **Share**.
10. (Optional) To view the status of this newly created ticket, in the **Tickets** screen, click **View Existing Tickets**.